DOCUMENT RESUME

ED 155 401 CE 016 912

AUTHOR	Creel, Alice
TITLE	Process Incoming Mail and Forward Mail. Student's Manual and Instructor's Manual.
INSTITUTION	Clemson Univ., S.C. Vocational Education Media Center.
SPONS AGENCY	South Carolina State Dept. of Education, Columbia. Office of Vocational Education.
PUB DATE	77
NOTE	43p.; For related documents see CE 014 491 and CE 016 911-989
AVAILABLE FROM	Vocational Education Media Center, 10 Tillman Hall, Clemson University, Clemson, South Carolina 29631 ($160.00 for complete set, including nineteen filmstrips and eight overhead transparencies)
EDRS PRICE	MF-$0.83 Plus Postage. HC Not Available from EDRS.
DESCRIPTORS	Behavioral Objectives; *Business Correspondence; Business Education; Business Skills; Instructional Materials; *Office Occupations Education; Performance Based Education
IDENTIFIERS	*Business Mail Processing; Vocational Technical Education Consortium States

ABSTRACT

Supporting performance objectives 59 and 60 of the V-TECS (Vocational-Technical Education Consortium of States) Secretarial Catalog, both a set of student materials and an instructor's manual on processing incoming mail and forwarding mail are included in this packet. (The packet is the first in a set of eight on performing mail activities--CE 016 912-919.) The student materials include information on the processing and forwarding of mail, related activities, and self-tests and an answer key. The instructor's manual includes teaching instructions, a listing of equipment and materials needed, sample letters and enclosures for the activities, and a filmstrip script. The materials are designed for self-paced individual instruction and may be adapted for use with large groups. (A separate booklet--CE 016 911--lists contents for the eight packets in this set along with those in several other sets--seventy-eight packets in all--based on the same V-TECS catalog.) (JT)

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ED155401

PROCESS INCOMING MAIL AND FORWARD MAIL

STUDENT'S MANUAL

Prepared by

Alice Creel

These materials support
Performance Objectives 59 and 60 of the
V-TECS Secretarial Catalog

State Department of Education
Office of Vocational Education
Office Occupations Education
Columbia, South Carolina 29201

In Cooperation With

Vocational Education Media Center
Clemson University
Clemson, South Carolina 29631

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OE-016 912

PROCESS INCOMING MAIL AND FORWARD MAIL

INTRODUCTION

Handling an executive's mail is only one of the many duties of the secretary. Your employer will depend on you to open, date, underline and annotate, sort and route all incoming mail except correspondence marked "Personal" or "Confidential" – these pieces are delivered unopened. The mail may also include some pieces which should be forwarded.

In this package you will learn to process incoming mail efficiently, arrange it systematically for your employer's prompt response, and forward pieces of mail when necessary.

INSTRUCTIONS

Read the two objectives stated below. If you can perform these tasks, complete the Check-Out Activities on page 8 and arrange with your instructor for an evaluation.

or,

If you need to study the Learning Resources before performing these tasks, turn the page and follow the procedures in the order given.

OBJECTIVES

1. Given 10 pieces of assorted mail, you will open, date-stamp, underline and annotate, attach related materials, photocopy, and route as necessary. All items must receive an acceptable rating determined by your instructor.

2. Given a piece of mail and a forwarding address, you will readdress and forward the piece of mail according to a given set of instructions. Your performance will be rated by your instructor.

LEARNING RESOURCES

INCOMING MAIL

1. VIEW and LISTEN to the Introductory filmstrip, "Performing Mail Activities."
2. READ Instruction Sheet, PROCESS INCOMING MAIL.

or

3. READ *Clerical Office Procedures,* Fifth Edition; Meehan, Pasewark, Oliverio; pages 142-147.

or

Secretarial Office Procedures, Eighth Edition; Meehan, Oliverio, Pasewark; pages 90-93.

4. PRACTICE Operating the automatic or hand-operated letter opener

or

Opening a letter with a paper knife.

5. PRACTICE Using the clock-dating device or the rubber stamp.
6. LEARN to operate the photocopy machine.
7. CHECKPOINT Complete Student Self-Test I.

FORWARD MAIL

1. READ Instruction Sheet, FORWARD MAIL.
2. CHECKPOINT Complete Student Self-Test II.
3. PERFORM Check-Out Activity.

Instruction Sheet

PROCESS INCOMING MAIL

A. System of Receiving Mail

1. In a large company, mail is sorted in a central mailroom. Mail is sorted according to departments and delivered by the mail clerk or messenger. Special mail items--special delivery, registered, C.O.D., insured, and certified–are not delivered with regular mail. These items are delivered immediately upon receipt and called to the attention of the addressee.

2. In a small office, one worker usually receives, sorts, and distributes the mail according to the following procedure:

   a. Special mail items
   b. First-class mail
   c. Interoffice mail
   d. Bulk mail, such as newspapers, periodicals, catalogs, etc.
   e. Letters marked "Personal" or "Confidential"–delivered unopened
   f. Watch for first-class letters attached to the outside of packages or larger envelopes

B. Open Mail

1. Use hand-operated or automatic letter opener, or a –
2. Paper knife

C. Record Date and/or Time Received

1. Use clock-dating device, or
2. Rubber stamp

D. Read mail, check for enclosures, return addresses; underline important points, make marginal notes where necessary; verify figures, dates, names, etc.

If a return address does not appear on the letter, attach the envelope to the letter. If an enclosure is missing from the letter, make a notation in the margin and add your initials.

E. Photocopy mail if contents are important to anyone other than your employer.

F. Complete referral and/or routing slips, if necessary, listing names of departments or individuals.

G. Prepare mail register listing any materials expected under separate cover; missing enclosures; insured, registered, certified, and special delivery items.

H. Organize your employer's mail as follows:

1. Personal or confidential correspondence (unopened)
2. Important business mail (requiring immediate action)
3. Letters containing checks, money orders, bank drafts, etc.
4. Letters containing orders
5. Bills, invoices, etc.
6. Advertisements, catalogs, etc.
7. Newspapers and magazines

I. Distributing Mail

1. If you are employed in a small office, you may or may not be responsible for distributing the mail. If you are, use the equipment available—cart, mail basket, or folder—and distribute the mail promptly.

STUDENT SELF-TEST I

Process Incoming Mail

Assume that you are employed in the office of The Ellis Publishing Company, Fred A. Ellis, President. Ask your instructor for five pieces of incoming mail and process the mail according to the order given on the Instruction Sheet.

When you have completed the assignment, rate your activity by answering the questions below. Check your answers with the key at the back of this manual. If you have answered all questions correctly, go to Learning Resources, Forward Mail. If you missed any questions, ask your instructor for help.

STUDENT SELF-TEST EVALUATION

1.	Did you open each item properly?	Yes	No
2.	Did you record the date and/or time received on each letter?	Yes	No
3.	Was a note made for any letter(s) with missing enclosure(s)?	Yes	No
	Which letter(s)?	_____	
4.	Did you save the envelope and attach it to any letter(s) that had no return address?	Yes	No
	Which letter(s)?	_____	
5.	Did you leave "Personal" letter(s) unopened?	Yes	No
6.	Did you underline the important points in each letter?	Yes	No
7.	Did you organize the mail in the procedure listed on the Instruction Sheet?	Yes	No

BE SURE TO CHECK WITH YOUR INSTRUCTOR BEFORE GOING ON.

Instruction Sheet

FORWARD MAIL

When your employer is out of town, you may be asked to forward certain pieces of mail to him/her. Also, you may find it necessary to forward mail to another office of your company or to a salesman working out of town. To forward mail, follow the instructions listed below:

1. No additional postage is necessary for first-class mail (up to 13 ounces) or priority mail (first-class mail 13 ounces or above).

2. Second- and third-class mail (including permit mail) and parcel post may be forwarded from one street to another in the same city without new postage. But this mail must have additional postage if it is forwarded to another city. Consult *Domestic Postage Rates–U.S. Postal Bulletin* for the postage rate, then change the address, add the necessary postage, and mail.

   Mailing items that are small should be rewrapped and new postage attached. Changing the address on small items may result in confusion.

3. "Special Handling" parcels are forwarded with no extra fee.

4. Special mailing items (registered, special delivery, C.O.D., and certified) may be forwarded without extra postage if delivery is not accepted at the first address. If delivery is accepted, additional postage must be attached before forwarding.

5. No message may be written on any forwarded mail.

6. After you have changed the address on mail to be forwarded, write PLEASE FORWARD a triple space below the return address and 3 to 5 spaces from the left edge of the envelope.

   A forwarding address on a *window envelope* should be written at the side, not on the window.

Not all items need to be forwarded when your employer is out of town. You must use your judgment in this matter.

STUDENT SELF-TEST II

Forward Mail

Your employer, Mr. Fred A. Ellis, is out of town on a business trip. He has instructed you to send certain pieces of mail to him. He is staying at 788 Palm Boulevard, Lake Worth, Florida 33460. Secure two pieces of mail from your instructor and prepare them for forwarding.

When you have completed the assignment, rate your activity by answering the questions below. Check your answers with the key at the back of this manual. If you have answered the questions correctly, arrange with your instructor to complete this package by performing the Check-Out Activities.

STUDENT SELF-TEST EVALUATION

1.	Did you change the address on the letters by crossing out the first address and writing the forwarding address immediately below?	Yes	No
2.	Did you readdress the window envelope at the side of the window?	Yes	No
3.	Did you write PLEASE FORWARD in the proper position on the envelopes?	Yes	No

REMEMBER TO CHECK WITH YOUR INSTRUCTOR BEFORE GOING TO THE CHECK-OUT ACTIVITIES.

CHECK-OUT ACTIVITIES

1. Secure 11 pieces of mail from your instructor.

2. Again assume that you are employed in the office of The Ellis Publishing Company. Proceed with the processing of incoming mail.

3. Mr. Ellis is in Florida on a business trip. He will be away for a week and is expecting some mail that he wishes forwarded. He is staying at the Louise Court Motel, Orlando, Florida 32830. Forward the letter from Arrow Printing Company to Mr. Ellis.

4. When you have completed the Check-Out Activities, give the materials to your instructor for evaluation.

KEY

STUDENT SELF-TEST EVALUATION

1. Yes
2. Yes
3. Yes

   Missing Enclosure: Letter 5

4. Yes

   Missing return address: Letter 1

5. Yes
6. Yes
7. Yes

   Organization of mail:

   Letter 3 (Personal, Unopened)

   Letter 1 (With envelope attached)

   Letter 2

   Letter 4

   Letter 5

STUDENT SELF-TEST EVALUATION

1. Yes

   Mr. Fred A. Ellis
   788 Palm Boulevard
   Lake Worth, Florida 33460

   PLEASE FORWARD

2. Yes

   Forwarding address written at the side, not on the window

   PLEASE FORWARD

3. Yes

PROCESS INCOMING MAIL

AND FORWARD MAIL

INSTRUCTOR'S MANUAL

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INSTRUCTOR'S MANUAL

Process Incoming Mail and Forward Mail

The following items and procedures are recommended for the successful completion of this package on "Process Incoming Mail and Forward Mail."

Mechanical Equipment

1. Filmstrip Projector
2. Automatic or hand-operated letter opener or paper knife
3. Clock-dating device or rubber stamp
4. Photocopying machine

Supplies (Furnished with packet for duplication)

1. Self-Test I – Process Incoming Mail
   a. Five letters
   b. Check to be enclosed with Letter 1
   c. Contract to be enclosed with Letter 2
2. Self-Test II – Forward Mail
   a. One letter
   b. One invoice

Instructor will fold letters, include necessary enclosures, place in addressed envelopes, and seal before the student begins the Self-Test. A set of materials should be provided for each student.

3. Check-Out Activities
   a. Seven letters
   b. Telegram
   c. Postal Card
   d. Catalog
   e. Magazine
   f. Mail register
   g. Check (Enclosure for Letter 3)
   h. Stock Certificate (Enclosure for Letter 5)

4. Instructor's Checklist for Check-Out Activities

Instructor will fold letters and telegram, include any necessary enclosures, place in addressed envelopes, and seal envelopes before releasing mail to student. Each student will need a set of these materials.

Supplies Furnished by Instructor

1. Introductory Filmstrip
   a. Cassette tape
   b. Filmstrip projector
2. Student Self-Test I and II
   a. Three large envelopes addressed as shown on page 13
   b. Three small envelopes addressed as shown on pages 13 and 14
   c. One window envelope with address as shown on page 14
3. Check-Out Activities
   a. Three large envelopes addressed as shown on page 23
   b. Four small envelopes addressed as shown on pages 23 and 24
   c. One small envelope for telegram addressed as shown on page 24

Before beginning this module the student (or class) should view the filmstrip entitled "Performing Mail Activities."

A narration is included in the Instructor's Manual. Record it on a cassette tape. Review the module completely then duplicate the "Supplies" listed on the previous page for each student. NOTE: the Instructor's Checklist is also a perishable item.

It is also necessary for you to fold letters and place them in addressed envelopes for the self-tests and checkout activities.

Other teacher resources that would be used with the "Performing Mail Activities" objectives include two sets of transparencies entitled:

Handling Incoming Mail
Handling Outgoing Mail

They are available from the Clemson University Media Center.

ENVELOPE ADDRESSES FOR STUDENT SELF-TEST I

Letter 1: Large Envelope	Return Address:	Roland M. Green Willow High School Springdale, SC 29159
	Envelope Address:	The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 2: Large Envelope	Return Address:	Mrs. Marshall Adams 24 Pennington Drive Hartsville, SC 29550
	Envelope Address:	The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 3: Small Envelope	Return Address:	Ralph M. Newman 51 Pine Bluff Road Hastings, FL 32045
		PERSONAL
	Envelope Address:	Mr. Fred A. Ellis, President The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 4: Small Envelope	Return Address:	The Norton Publishing Company 1650 Shelby Street Lake City, Florida 32055
	Envelope Address:	Mr. Fred A. Ellis, President The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 5: Large Envelope	Return Address:	Mutual Investment Company 25 Smith Street Columbia, SC 29201
	Envelope Address:	Mr. Fred A. Ellis, President The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403

ENVELOPE ADDRESSES FOR STUDENT SELF-TEST II

Letter 1: Small Envelope	Return Address:	Pleasant Grove High School Lakeland, SC 12345
	Envelope Address:	Mr. Fred A. Ellis, President The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 2: Window Envelope	Return Address:	National Office Furniture, Inc. 4188 J. Street, N. W. Washington, DC 20005

Student Self-Test I - Letter 1

April 27, 19--

The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Gentlemen:

Please send me a copy of your booklet, "Easy Duplicating Methods." I am enclosing my check for $2.

Should this booklet prove adaptable for classroom use, I will add it to my list of resource material for next year. Would you, therefore, quote a price on 50 copies.

Very truly yours,

Roland M. Green

Roland M. Green

Enclosure

Student Self-Test I - Letter 2

24 Pennington Drive
Hartsville, SC 29550
April 27, 19--

The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Gentlemen:

How delighted I am that you have accepted for publication my book, Summer Gardening. I am especially happy that you chose my book over the other books on the same general subject.

I am enclosing the original copy of the contract signed in the presence of two witnesses.

If there is any way I can help you in producing or promoting the book, please let me know.

Sincerely,

Emily F. Adams

Mrs. Marshall Adams

Enclosure

Student Self-Test I - Letter 3

51 Pine Bluff Road
Hastings, FL 32045
April 27, 19--

Mr. Fred A. Ellis, President
The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Dear Fred:

I was delighted to receive your invitation to attend the banquet that you are planning for your authors in Lake Worth on Friday, June 4. I shall certainly be there.

I remember with pleasure the breakfast you held last year in Savannah, and I am looking forward to seeing you again this year.

Cordially yours,

Ralph M. Newman (jt)
Ralph M. Newman

jt

THE NORTON PUBLISHING COMPANY
1650 Shelby Street
Lake City, Florida
32055

April 27, 19--

Mr. Fred A. Ellis, President
The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Dear Mr. Ellis:

I wish to thank you for the excellent letter of recommendation that you wrote Mr. Lacy. I am happy to tell you that I was selected for the position of advertising manager.

It was with regret that I found it necessary to leave your company. I found working with your company a challenging experience that has been of great value to me in my new position.

Thank you for your consideration in recommending me.

Sincerely,

Ray Craig

Ray Craig
Advertising Manager

bb

Student Self-Test - Letter 5

MUTUAL INVESTMENT COMPANY
25 Smith Street
Columbia, South Carolina 29201

April 26, 19--

Mr. Fred A. Ellis, President
The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Dear Mr. Ellis:

It is a pleasure to send you the information you requested concerning our investment program. The folder I am enclosing will give you a complete explanation.

There are many facets in our investment program. In order for us to make the most profitable arrangements for your investment program, we have to match your goals with a plan that is right for you.

After you have studied the material, call me. I will then arrange to visit you and assist with your investments.

Cordially yours,

John Barnes

John Barnes
Investment Counselor

de

Enclosure

Enclosure for Letter 1 – Student Self-Test I
(Cut out and include with Letter 1)

Roland M. Green
Springdale, South Carolina 29159

No. 213

67-30
510

April 27, 19

Pay To The Order Of The Ellis Publishing Company $2.00

Two and no/100 Dollars

CITIZENS NATIONAL BANK
Springdale
South Carolina

Roland M. Green

Enclosure for Letter 2 – Student Self-Test I
(Cut out and include with Letter 2)

CONTRACT

Between

Emily F. Adams

and

The Ellis Publishing Company

Wallace & Wallace
Attorneys-at-Law
5893 Perry Drive
Charleston, South Carolina 29403

Student Self-Test II - Letter 2

PLEASANT GROVE HIGH SCHOOL
Lakeland, South Carolina
12345

April 27, 19--

Mr. Fred A. Ellis, President
The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Dear Mr. Ellis:

Thank you for allowing three of our students to visit your company and talk to your personnel director. They are interested in a career in publishing and would like to work during the summer vacation.

The students plan to be in Charleston on May 21. Would three o'clock be a convenient time for them to come for an interview? I would appreciate your letting me know soon so that definite plans can be made.

Sincerely,

John L. Prince

John L. Prince
Principal

al

Enclosure for Letter 2 (Window Envelope) – Student Self-Test II

INVOICE

NATIONAL OFFICE FURNITURE, INC.
4188 J. Street, N. W.
Washington, DC 20005
(202) 781-5000

Sold To: The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Terms: 2/10 net 30

Date: May 3, 19
Our No.: 733
Cust. Order No.: 05333
Shipped By: REA
Salesman: T. Johnson

QUANTITY	CAT. NO.	DESCRIPTION	UNIT PRICE	TOTAL
6	C-1556	Legal Size Filing Cabinets	88.50 each	531.00
3	R-1710	Adjustable Posture Chairs	39.00 each	117.00
				648.00

ENVELOPE ADDRESSES FOR CHECK-OUT ACTIVITIES

Letter 1: Small Envelope	Return Address:	Carter Publishing Company 35 Pine Street Durham, NC 27701
	Envelope Address:	The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 2: Small Envelope	Return Address:	Arrow Printing Company 425 West Market Street Athens, OH 45701
	Envelope Address:	Mr. Fred A. Ellis, President The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 3: Large Envelope	Return Address:	Home Appliance Sales and Service 361 State Street Charleston, SC 29403
	Envelope Address:	The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 4: Large Envelope	Return Address:	Bonner Motor Company 38 North Jeckel Road Charleston, SC 29403
	Envelope Address:	Mr. Fred A. Ellis, President The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 5: Large Envelope Mark this letter PERSONAL and place a REGISTERED notation under the stamp position.	Return Address:	Mutual Investment Service Hendley Building 98 North Fourth Street Richmond, VA 23219
	Envelope Address:	Mr. Fred A. Ellis, President The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403

Letter 6: Small Envelope	Return Address:	Boyd M. Osborne P. O. Box 2383 Moline, Alabama 12345
	Envelope Address:	Mr. Fred A. Ellis, President The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Letter 7: Small Envelope	Return Address:	Paul Collins Route 1 Hemingway, SC 29554
	Envelope Address:	The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403
Telegram: Small Envelope	Envelope Address:	The Ellis Publishing Company 1334 Bedford Avenue Charleston, SC 29403

CARTER PUBLISHING COMPANY
35 Pine Street
Durham, North Carolina 27701

May 3, 19--

The Ellis Publishing Company
1334 Bedford Avenue
Charleston, South Carolina 29403

Gentlemen:

It is a pleasure to recommend Miss Jessica Banner for a position as secretary with your company.

Miss Banner was employed in our Personnel Department and had a fine record. She was an efficient worker who was able to get along with her co-workers.

We accepted her resignation with regret and would employ her again if she were to re-apply.

Cordially,

Charles J. Lewis

Charles J. Lewis
Personnel Director

bw

ARROW PRINTING COMPANY
425 West Market Street
Athens, Ohio 45701

May 3, 19--

Mr. Fred A. Ellis, President
The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Dear Mr. Ellis:

Thank you for giving us the opportunity of submitting a bid for printing and binding your book, Summer Gardening.

Based on the information contained in your letter, we should like to submit the following prices:

Run	Price Per Copy
10,000	$1.50
15,000	1.25
20,000	1.00
Over 20,000	.75
Reprints Units of 100	.50

We hope that you will give our bid every consideration.

Yours very truly,

Evelyn Player

(Miss) Evelyn Player
President

lew

Check-Out Activities - Letter 3

HOME APPLIANCE SALES AND SERVICE
361 State Street
Charleston, South Carolina 29403

May 3, 19--

The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Gentlemen:

Thank you for the fine printing job you did on our latest sales booklets. They are by far the most attractive we have ever issued. Your printers did an excellent job with color, and the style of type is most attractive.

Enclosed is our check for $500 as full payment for 1,000 copies.

Sincerely,

Lacy M. Johnson

Lacy M. Johnson
Sales Manager

rr

Enclosure

Check-Out Activities - Letter 4

BONNER MOTOR COMPANY
38 North Jeckel Road
Charleston, South Carolina 29403

May 3, 19--

Mr. Fred A. Ellis, President
The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Dear Mr. Ellis:

Now that vacation time is here, you owe it to your family to visit the wonderful historic points in America.

You will double your family's enjoyment if you ride in a Webster 8. Now is the time to trade in your old car and enjoy the luxury and convenience of a new Webster.

I should like to give you and your family a trial drive in a Webster 8. Why not take advantage of this invitation by signing the enclosed card. An appointment for your trial drive can be arranged immediately.

Cordially yours,

G. Wilson

George Wilson
Sales Manager

gd

Enclosure

MUTUAL INVESTMENT SERVICE
Hendley Building
98 North Fourth Street
Richmond, Virginia

May 3, 19--

REGISTERED

Mr. Fred A. Ellis, President
The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Dear Mr. Ellis:

I am sending by registered mail the 20 shares of stock in the Edgeworth Realty Company which we purchased recently at your request.

We appreciate the business you have placed with our firm and hope to have the pleasure of serving you again soon.

Very truly yours,

Robert Kent

Robert Kent, Jr.
Vice President

eb

Enclosure
Stock Certificate

Check-Out Activities - Letter 6

P. O. Box 2383
Moline, Alabama 12345
May 3, 19--

Mr. Fred A. Ellis, President
The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Dear Fred:

I was delighted to learn that you have accepted the invitation to speak at the annual conference of the Western Publishers in Moline, Alabama.

Would you please send me a resume of yourself and a photograph that can be used for publicity purposes. I should also like to have a list of any equipment and materials that you may need for your talk.

We are all looking forward to having you and Mrs. Ellis with us.

Sincerely,

Boyd

Boyd M. Osborne
Publicity Chairman

mas

Check-Out Activities – Letter 7

May 3, 19--

The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403

Gentlemen:

My copy of The American Youth Goes Sailing has not yet arrived, although I received a bill for it today.

Will you please check your records to see what has happened to the book. My account number is 350 673.

Yours very truly,

Paul Collins

Paul Collins

DOMESTIC SERVICE
Check the class of service desired; otherwise this message will be sent as a fast telegram

TELEGRAM	
DAY LETTER	
NIGHT LETTER	

$ S E

WESTERN UNION TELEGRAM

1200 (4-55)

W. P. MARSHALL, PRESIDENT

INTERNATIONAL SERVICE
Check the class of service desired; otherwise the message will be sent at the full rate

FULL RATE	
LETTER TELEGRAM	
SHORE-SHIP	

NO. WDS.	CL. OF SVC.	PD. OR COLL.	CASH NO.	CHARGE TO THE ACCOUNT OF	TIME FILED

Send the following message, subject to the terms on back hereof, which are hereby agreed to

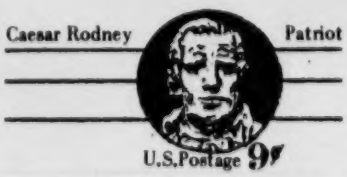
Tallahassee, Florida, May 3, 19--

The Ellis Publishing Company
1334 Bedford Avenue
Charleston, South Carolina

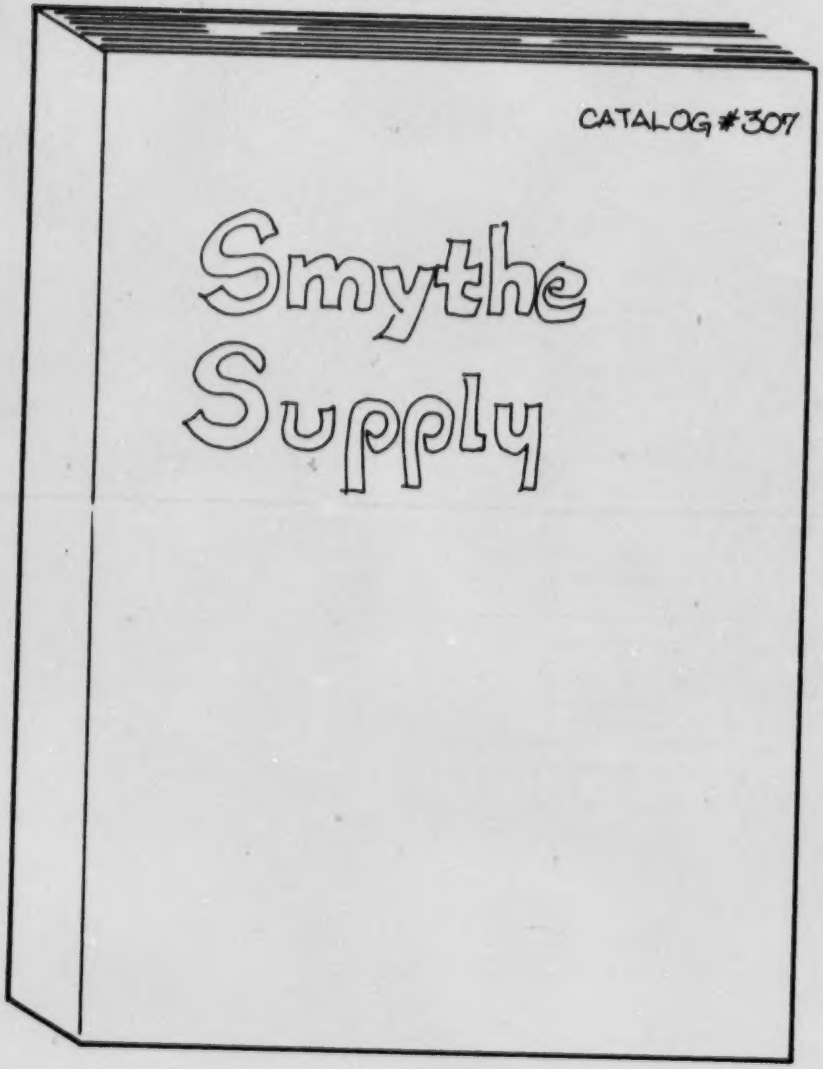
Request price on 100 copies of HISTORICAL PLACES IN AMERICA for September 1 delivery.

Charles M. Snow
Lakeside Bookstore
(904) 782-1345

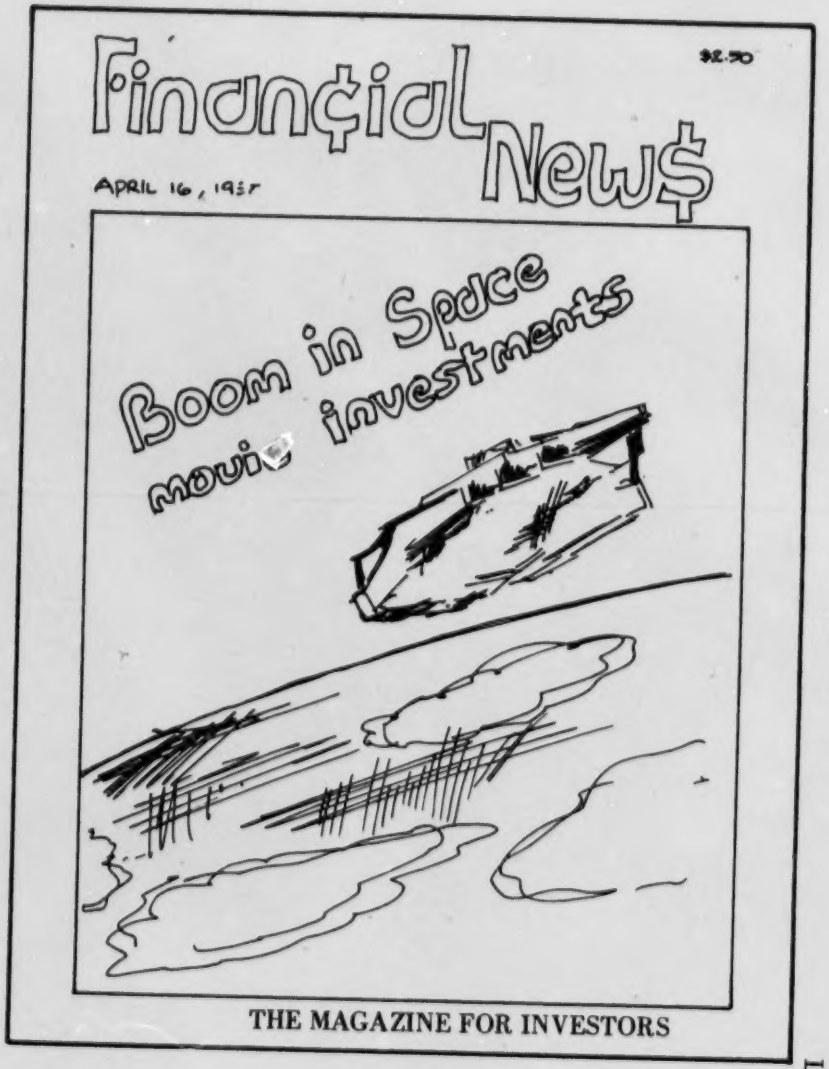
Baxter Publishing Company
1773 East Main Street
Louisville, KY 40200



The Ellis Publishing Company
1334 Bedford Avenue
Charleston, SC 29403


CATALOG #307
Smythe
Supply

35


$2.50
Financial News
APRIL 16, 19--
Boom in Space
movie investments
THE MAGAZINE FOR INVESTORS

IA–33

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PROCESS INCOMING MAIL AND FORWARD MAIL

Mail Register – Check-Out Activities

INSURED, SPECIAL DELIVERY AND REGISTERED MAIL FORM

INSURED, SPECIAL–DELIVERY, AND REGISTERED MAIL

Received		From Whom		For	Kind of Mail Received
Date	Time	Name	Address	Department or Individual	
Feb. 21	9:35am	John R. Johnson	Columbia, SC	Accounting	Registered
Mar. 13	10:50am	Mrs. J. Foster	Florence, SC	Personnel	Special Delivery

PROCESS INCOMING MAIL AND FORWARD MAIL

Enclosure for Letter 3 – Check-Out Activities
(Cut out and include with Letter 3)

HOME APPLIANCE SALES AND SERVICE
361 State Street
Charleston, South Carolina 29403

No. 67-75
513

May 3, 19 --

Pay to the Order of The Ellis Publishing Company $ 500. 00

Five hundred 00/100 Dollars

SOUTHERN NATIONAL BANK
Charleston
South Carolina

Lacy M. Johnson

Enclosure for Letter 5 – Check-Out Activities
(Cut out and include with Letter 5)

COMMON STOCK

EDGEWORTH REALTY COMPANY

This Certifies that Fred A. Ellis is the owner of

Twenty Shares of Capital Stock

of Edgeworth Realty Company transferrable only on the Books of the Company upon the surrender of this properly endorsed certificate.

IN WHITNESS WHEREOF We have hereunto set our hands and affixed the Seal of the Company at 10:53 a.m. this 5th day of May 19 –

John L. Crawford
Secretary

Robert Kent, Jr.
President

Student _____

Date _____

PROCESSING INCOMING AND FORWARDING MAIL

Instructor's Final Checklist

Check the student's performance in the following elements of processing incoming and forward mail.

Place an X in the appropriate box indicating not accomplished, partially accomplished, or fully accomplished. If, because of special circumstances, the item was impossible to complete, place an X in the "Not Applicable" box.

Performance Level: All items must receive a rating of FULLY ACCOMPLISHED (or Not Applicable). If any items are rated Not Accomplished or Partially Accomplished, the student and instructor will discuss this and decide which learning activities must be repeated.

	Student Performance			
	Not Applicable	Not Accomplished	Partially Accomplished	Fully Accomplished
1. Opened all mail without damaging contents.	[ ]	[ ]	[ ]	[ ]
2. "Personal" letter left unopened. (Letter 5)	[ ]	[ ]	[ ]	[ ]
3. Removed all contents from envelopes.	[ ]	[ ]	[ ]	[ ]
4. Attached envelope to letter with no return address. (Letter 7)	[ ]	[ ]	[ ]	[ ]
5. Attached enclosure to letter it accompanies. (Letter 3)	[ ]	[ ]	[ ]	[ ]
6. Made a note of letter with enclosure missing. (Letter 4)	[ ]	[ ]	[ ]	[ ]
7. Stamped mail with date and/or time received.	[ ]	[ ]	[ ]	[ ]
8. Entered "Registered" letter in the Mail Register. (Letter 5)	[ ]	[ ]	[ ]	[ ]
9. Underlined dates, time, etc. on appropriate letters.	[ ]	[ ]	[ ]	[ ]
10. Organized mail in proper order.	[ ]	[ ]	[ ]	[ ]
11. Re-addressed first-class mail for forwarding (Letter 2)	[ ]	[ ]	[ ]	[ ]
12. Wrote PLEASE FORWARD in proper position on envelope.	[ ]	[ ]	[ ]	[ ]

SCRIPT

PERFORMING MAIL ACTIVITIES

1. Performing Mail Activities (Title Slide)

2. Performing mail activities is a valuable skill for all students who are preparing to become office workers. The inexperienced handler of mail can prove to be an expensive employee. One such office worker in a nationally known company placed $940 excess postage on the company's mail during the first month of employment. With ever increasing postage rates, the people who handle mail are indeed important employees.

3. The method used for handling mail, both incoming and outgoing, will depend upon the size and kind of business in which the office worker is employed. Many small businesses have efficient mail operations with minimum equipment.

4. Larger business may have a mailroom filled with sophisticated equipment.

5. To perform outgoing mail activities efficiently, the office worker should understand the four classes of mail, the special services available to mailers, the national ZIP Code system, and the operation of a mail room. This filmstrip will introduce you to the skills needed to perform mail activities.

6. The Four Classes of Mail

7. We usually think of first-class mail as being composed of letters and postal cards.

8. Manila envelopes and packages may be sent first-class if the weight is under 13 ounces (364 grams).

9. The rate for first-class mail, except postal and post cards, is priced for the first ounce or fraction of an ounce. There is an additional charge for each additional ounce or fraction of an ounce. Single postal cards cost less than first-class letters. First-class mail enjoys "privacy" and may not be opened for postal inspection.

10. Priority mail is first-class mail weighing more than 13 ounces (364 grams). It is given the same high priority handling as first-class letters and manila envelopes. Priority mail rates are governed by the weight of the package and the distance it is sent. If non-local forwarding is necessary, additional postage will be charged to the addressee.

11. Second-class mail is generally used by newspapers and other periodical publishers who must meet certain Postal Service requirements. Anyone interested in obtaining a second-class permit should contact the postmaster.

12. Circulars, booklets, and catalogs are mailed third-class. This class also includes merchandise, farm and factory products, and printed drawings. Third-class mail is divided into two categories: single piece and bulk rate. Each piece of third-class mail is limited in weight to 16 ounces (448 grams).

13. If a company plans to mail at least 200 pieces of identical mail several times a year, money can be saved by obtaining a permit and using bulk rates.

14. Third-class material weighing 16 ounces (448 grams) or more is classified as fourth-class mail or parcel post. Postage rates are determined by the weight of the parcel and the approximate distance over which it is to be delivered.

15. International mail includes letters, letter packages, printed matter, small packages of merchandise and samples, and parcel post designated for foreign countries. APO (Army Post Office) and FPO (Fleet Post Office) mail is not considered international mail. You may receive advice for international mail from your local post office. Technical training may be obtained from a postmaster or a customer service representative.

16. Special Services

17. Included in the special services performed by the post office are: special delivery mail; special handling of third- and fourth-class mail; certified mail; registered mail; insured mail; and collect on delivery (COD) mail. A fee in addition to regular postage is charged for these services.

18. Special Delivery assures the customer that mail will be delivered the day it is received by the destination post office. All classes of mail may be sent Special Delivery.

19. Special Handling permits the mailer to pay an extra fee for preferential handling in dispatch and transportation of third- and fourth-class mail. This service does not provide special delivery from the final post office.

20. Single pieces mailed at first-class or priority mail rates may be certified. This service provides the sender with a mailing receipt and the piece of mail can be traced if necessary.

21. Registered mail and certified mail are alike in that they are used only for single pieces mailed at first-class or priority rates. Registered mail, however, has a money value while certified mail does not. Transported separately from other mail, registered mail is kept under lock and key. Registry fees are determined by the declared value of the mail. Stocks, bonds, jewelry, and other valuables should be registered when mailing. A receipt showing delivery information may be purchased for an additional fee.

22. Priority mail, third-, and fourth-class mail may be insured up to $200 against loss and damage. First-class mail must be registered if insurance coverage is desired. The two kinds of insured service are "minimum fee" and "numbered insured mail." Both kinds provide a receipt to the mailer but only the "numbered insured mail" requires a signature upon delivery.

23. Collect on delivery or "COD" service allows a letter or parcel to be mailed to an addressee providing for collection of both the postage and the value of the contents at the point of delivery. The "COD" fee includes insurance up to $300. This service may be used for first-, third-, and fourth-class mail. The fees are based on the amount to be collected and on the amount of insurance desired.

24. A Certificate of Mailing provides evidence of mailing. It may be obtained for individual pieces of any class of mail or for a 1,000 piece third-class bulk mailing.

25. Postal money orders provide a safe way of sending money through the mail. If a money order is lost or stolen, the postal service will replace it. Postal money orders are easily cashed at most businesses if proper identification is presented. The money order is completed by the purchaser who writes in the name and address of the party being paid, the purchaser's name and address, and the purpose for the money order. The maximum amount for which a postal money order may be purchased is $300.

26. Buying limited amounts of stamps by mail is another postal service.

27. Self-service postal centers provide constant mailing service for letters and parcels. At a self-service center, automatic vending equipment enables the customer to purchase stamps and parcel insurance.

28. Zip Codes

29. Mail volume is at a fantastic level – over 90 billion pieces a year. For this reason the postal service had to develop new and faster means of processing mail. The postal service uses computers to help sort both letter mail and parcel mail. The use of ZIP codes speeds the handling and delivery of mail.

30. The ZIP Code system is a series of standard geographic units. The United States is divided into ten large areas. Each area is given a number between zero and nine – the first digit in a ZIP Code number.

31. The second and third digits are Sectional Center facilities or large cities; fourth and fifth digits represent post offices or delivery areas. These numbers may not mean much to the average mailer, but they enable the United States Postal Service to provide faster mail delivery.

32. Sectional Center facilities for South Carolina are indicated on this map by the blue circles. Note that the ZIP Code prefixes for the Sectional Center Facilities range from 290-299.

33. Each Sectional Center facility has a Customer Service Representative who is located in a key post office.

34. Not only can you go to this office and receive help with your mailing problems, but the Customer Service Representative will come to your business to facilitate better mail handling. This service is extremely important to any firm that has a large volume of mail.

35. Welcome to DuPont!

36. E. I. DuPont de Nemours & Company in Florence, South Carolina maintains a mailroom where incoming and outgoing mail is processed.

37. A shipping department handles the wrapping and shipping of packages.

38. DuPont utilizes the Merchants Delivery Service to transport mail to and from the post office twice a day.

39. The mail clerk's duties begin with sorting the incoming mail which the serviceman is delivering.

40. Each department has a box in the mailroom.

41. The clerks place the mail in these boxes at approximately the same time each day.

42. A representative from each department then comes to the mailroom to get the mail.

43. Before the Merchants Delivery serviceman returns, the mail clerks process the outgoing mail.

44. Envelopes are stacked and aligned.

45. The postage meter is set for the correct amount.

46. Since DuPont has plants in various parts of the country, a rubber stamp rack contains a stamp for each plant.

47. All of the mail for one plant is inserted in a manila envelope and processed.

48. This packet will go to the main office in Wilmington, Delaware.

49. The manila envelopes are securely sealed

50. and weighed.

51. Correct postage is affixed to each envelope.

52. Sometimes, this ZIP Code Directory is used to look up unfamiliar cities that haven't been addressed with a ZIP Code number.

53. The mail is bagged and sent to the post office.

54. The mail clerk's final duty is to obtain the meter register readings and record them in the meter register book.

55. In working with the Performing Mail Activities modules, you will perform the same duties as the mail clerk at DuPont. You will learn to process incoming and outgoing mail correctly. You will then be able to avoid the mistake of the mail clerk who used excess postage and will be an asset to your company from the beginning!

56. (United States Postal emblem) – no script

57. (Vocational Education Media Center emblem – The End) – no script